

DELAWARE TRANSIT CORPORATION

POSTING NO. 077-2021

POSITION VACANCY POSTING

DATE OF POSTING March 18, 2021

CLOSING DATE March 25, 2021

METHOD OF APPLICATION: Employment Application

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **March 25, 2021**

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POSITION #: 535

POSITION TITLE Service Supervisor

PAY GRADE 13 PAY RATE _____ PAY RANGE \$42,360 - \$63,541
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT Kent County DEPARTMENT Transportation
SECTION Operations

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CLASSIFICATION: FULL TIME X PART-TIME _____

SCHEDULED HOURS Varied SCHEDULED DAYS Varied

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SUMMARY OF POSITION:

The Service Supervisor is responsible for the coordination and direction of an effective, efficient transit system, including the assignment and supervision of all full-time and part-time operators within the assigned geographical area or district, including development of schedules and manifests for all full-time and part-time operators based on customer needs (trip requests), available resources, and DTC policies and procedures, within the defined user eligibility mandate of the Americans with Disabilities Act (ADA) and all applicable State of Delaware mandates. Specific responsibilities include issuing work and vehicle assignments; schedule development and schedule revision in response to changing service requirements; record and time keeping and review, administration of Collective Bargaining Unit provisions with regard to work assignments, attendance, service operations, discipline, etc.; knowledge of contracted services performance standards; accident investigation techniques; payroll procedures; CAD/AVL communications procedures; farebox and cash turn-in procedures.

SEE PREFERRED QUALIFICATIONS ON SECOND PAGE

REQUIRED:

Service Supervisors are required to possess one of the following valid Commercial Driver's License (CDL):

- CDL Class A with Passenger Endorsement and No Air Brake Restriction or permit
- CDL Class B with Passenger Endorsement and No Air Brake Restriction or permit

Preferred Qualifications:

1. Experience with supervisory functions necessary to meet the service requirements of a transit system.

Applicants must detail all experience in supervisory functions in a transit system.

2. Experience with dispatching and/or operation of a service-oriented transportation system.

Applicants must detail all experience in dispatching and/or operation of a transportation system.

3. Strong computer skills, including scheduling, communications, and payroll software, as well as experience with basic business machines (photocopier fax, calculator, and time clock) are required.

Applicants must detail all experience in computer use and automated communication and payroll systems including basic office machines.

4. Experience administering Collective Bargaining Unit provisions regarding work assignments, attendance, service operations, discipline, etc.

Applicants must detail all experience in administering a Collective Bargaining Agreement to include work assignments, attendance, discipline, and service operations.

JOB DESCRIPTION: AVAILABLE ON-LINE AT **www.dartfirststate.com**

EQUAL OPPORTUNITY EMPLOYER

"Application must specifically address each Preferred Qualification"

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

JOB APPLICATIONS ARE AVAILABLE ON-LINE AT: www.dartfirststate.com

Service Supervisor

Department: Operations
Transportation Supervisor
Exemption Status: Non-exempt
Paygrade: 13

Reports to: Chief

Essential Position: Yes
Issued Date: 01/01/2020

JOB SUMMARY: The Service Supervisor is responsible for the daily coordination and direction of the transit system, including the assignment and supervision of transit operators within the assigned geographical area or district. This position is responsible for the development of schedules and manifests based on customer needs (trip requests), available resources and Delaware Transit Corporation (DTC) policies and procedures. The Service Supervisor is also responsible for ensuring adherence to the defined user eligibility mandate of the Americans with Disabilities Act (ADA).

ESSENTIAL FUNCTIONS:

Position Specific

- Issue work and vehicle assignments to operators
- Develop and revise schedules in response to real time service change requirements
- Operate on multiple shifts that span a broad service day
- Record and review time keeping records for payroll purposes
- Communicate with customers, agencies, or caregivers in response to transportation issues or concerns
- Administer work rules according to DTC policies, procedures, and the current collective bargaining agreement

Technical Skills:

- Apply automated technology to develop, access and analyze schedules
- Make service adjustments and coordinate with other departments by reassigning operators, equipment, schedules, or manifests

Collaboration:

- Communicate and coordinate with internal departments regarding service impact information for customers
- Communicate service related issues to employees and management

Management:

- Provide front line supervision to all operators within the assigned district or area, as well as contracted drivers as required
- Foster a diverse and inclusive workplace environment

Policies:

- Support the development of policies and procedures to ensure accountability and conformance with all state/federal laws and requirements

Compliance:

- Ensure adherence with the American with Disabilities Act, Department of Transportation and Federal Transit Administration regulations as well as all other applicable local, state, and federal guidelines and laws in the delivery of services

Performs other duties as requested by Senior Management

QUALIFICATIONS: The Service Supervisor requires a working knowledge of the operational and supervisory functions necessary to meet the service requirements of a transit system. The ability to interpret and apply collective bargaining terms and agreements is essential. The incumbent must be familiar with the geographical areas served, as well as agencies and destinations that might function as service generators. Knowledge of contracted services performance standards, accident investigation techniques, payroll procedures, CAD/AVL communications procedures and fare box and cash turn-in procedures is required. The ability to manage the application of current and evolving information technology to the workload is also required

SKILLS AND ABILITIES: Demonstrate strong motivational, time management, problem-solving and organizational skills. Ability to set priorities and present and speak publicly. Ability to be detail oriented. Ability to work independently under general supervision. Ability to exercise independent judgement and to keep information confidential. Ability to organize complex materials and manage multiple projects. Skills in building relationships with stakeholders

COMPUTER SKILLS: Demonstrated proficiency in Microsoft Office software products specifically Excel, PowerPoint, and Word. Ability to use the available technology, such as Transit Master, Trapeze, Cisco Finesse, Cognos, and phone/radio playback software to develop and analyze detailed and accurate reports.

CUSTOMER SERVICE SKILLS: Strong interpersonal skills to foster teamwork and create positive connections with customers. Establish and meet goals to increase efficiency improving customer service.

MINIMUM EDUCATION AND EXPERIENCE: Associates degree and two years' experience in a transportation environment or one to three years' progressive experience in one of the following areas: dispatching, service supervision or scheduling.

REQUIRED CERTIFICATES/REGISTRATIONS: Valid Commercial Driver's License (CDL): CDL Class B, or permit, with Passenger Endorsement, no air brake restrictions.

LANGUAGE SKILLS: Excellent verbal and written communication skills. Ability to read, analyze and interpret common business journals, financial reports, and light legal documents. Ability to respond to inquiries. Ability to produce written and/or oral reports and to create and present information. Bilingual a plus.

MATHEMATICAL SKILLS: Ability to work with significant mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to maintain a level and appropriate business demeanor.

PHYSICAL CAPABILITIES: The physical capabilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: How much on-the-job time is spent in the following physical activities?

	<u>Amount of Time</u>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			x	
Walk			x	
Sit			x	
Use hands to tap, grasp or toggle				x
Reach with hands and arms		x		
Climb or balance		x		
Stoop, kneel, crouch, or crawl		x		
Talk or hear				x

Does this job require that weight be lifted, or force be exerted?

	<u>Amount of Time</u>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		x		
Up to 25 pounds		x		
Up to 50 pounds	x			
Up to 100 pounds	x			
More than 100 pounds	x			

Does this job have any special vision requirements?

No special vision requirements.

Does this job have any special hearing requirements?

No special hearing requirements.

ENVIRONMENTAL CONDITIONS: The environmental characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- How much exposure to environmental conditions does this job require? **LOW**
- How much noise is typical for the work environment of this job? **MODERATE**

Equal Employment Opportunity and Non-Discrimination Policy: Delaware Transit Corporation (DTC) affords equal opportunity to all employees and job applicants regardless of race, color, age, gender, religion, marital status, and sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.